IN THE CLAIMS:

1.   (currently amended) An automated system enabling at least one given caller, who may be one of a hearing caller and a hearing-impaired caller, to access functionality associated with at least one resource, the automated system comprising at least the following:

5   at least one computer-based subsystem includingadapted to perform at least the following:

means for receivinge a call from the given caller;

means for issuinge at least one prompt in at least a first format, the prompt requesting at least a first response;

10   means for evaluating:

first, whether a response was received a-response after issuing the prompt;

second, whether the response is indicative of a hearing-impaired caller or of a hearing caller; and

means for routinge the call so as to provide the given caller access to the at least one
15   resource depending on an analysis of the response.

2.   (currently amended) The automated system of claim 1, wherein the at least one computer-based subsystem includes means foris adapted to receivinge the call from the given caller via a common telephone number dialed by both hearing callers and hearing-impaired callers.

3.   (currently amended) The automated system of claim 1, wherein the at least one computer-
20   based subsystem includes means foris adapted to issuinge at least a further prompt in at least a further format, the at least further prompt requesting at least a further response, and to receive the response after issuing the further prompt.

4.   (original) The automated system of claim 3, wherein the first format is different than the further format.

25   5.   (currently amended) The automated system of claim 1, wherein the at least one computer-based subsystem includes means foris-adapted to detecting a pre-defined, signal transmitted from a device that is configured to transmit the signal periodically.

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6. (original) The automated system of claim 1, wherein the first format is a speech-based format.

7. (original) The automated system of claim 1, wherein the prompt requests the given caller to enter at least one DTMF tone in response to the prompt.

8. (original) The automated system of claim 1, wherein the first format is a format suitable for hearing-impaired callers.

9. (original) The automated system of claim 1, wherein the first format is a format suitable for hearing callers.

10. (original) The automated system of claim 1, wherein the first format is a Baudot-compliant format.

11. (original) The automated system of claim 1, wherein the first format is selected so as to cause a device associated with the hearing-impaired caller to generate at least one signal in the first format in response to the prompt.

12. (currently amended) The automated system of claim 3, wherein, for all given callers, the computer-based subsystem includes means for~~is adapted to~~ issu~~e~~ing the prompt in the first format before issuing the further prompt in the further format.

13. (currently amended) The automated system of claim 3, wherein, for at least some given callers, the computer-based subsystem includes means for~~is adapted to~~ issu~~e~~ing the prompt in the first format before issuing the further prompt in the further format.

14. (currently amended) The automated system of claim 3, wherein the computer-based subsystem includes means for~~is adapted to~~ issu~~e~~ing the prompt at approximately the same time as the further prompt.

15. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~~is adapted to~~ issu~~e~~ing the prompt, and after a pre-defined period of time expires with no response to the prompt, to issue the further prompt.

16. (currently amended) The automated system of claim 8, wherein the computer-based subsystem includes means for~~is adapted to~~ issu~~e~~ing the prompt in the format suitable for hearing-

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impaired callers before a device associated with a given hearing-impaired caller transmits any data to the automated system.

17.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ issuing~e~ at least one prompt for the given caller to respond to the at least one prompt by generating at least one dual tone multi-frequency (DTMF) signal.

18.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ issuing~e~ at least one prompt for a device associated with the given caller to respond to the computer-based subsystem.

19.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes a means for~is adapted to~ issuing~e~ at least one prompt for a TDD/TTY device associated with the given caller to respond to the computer-based subsystem.

20.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ issuing~e~ at least one prompt requesting that the given caller generate at least one DTMF tone by pressing at least one key on a keypad.

21.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ issuing~e~ at least one prompt requesting that the given caller provide at least one voice response to the prompt.

22.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ re-issuing~e~ the prompt should the given caller respond to the prompt incorrectly.

23.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ routing~e~ the call to a speech-recognition platform should the given caller respond to the prompt incorrectly.

24.   (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~is adapted to~ routing~e~ the call to a DTMF platform should the given caller respond to the prompt incorrectly.

25. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying at least one signal having a frequency of approximately 1,400 Hertz.

26. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying at least one signal having a frequency of approximately 1,800 Hertz.

27. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying a plurality of signals, at least one of which plurality of signals has a frequency of approximately 1,800 Hertz.

28. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for ~~is adapted to~~ identifying a plurality of signals, at least one of which plurality of signals has a frequency of approximately 1,400 Hertz.

29. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying a plurality of signals, at least one of which signals has a frequency of approximately 1,400 Hertz and at least one of which signals has a frequency of approximately 1,800 Hertz.

30. (currently amended) The automated system of claim 3, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying at least one signal that substantially matches at least one characteristic frequency that corresponds to a response requested in at least one of the prompt and the further prompt.

31. (currently amended) The automated system of claim 3, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying at least one signal that substantially matches at least one frequency that is characteristic of a DTMF tone and that corresponds to a response requested in at least one of the prompt and the further prompt.

32. (currently amended) The automated system of claim 3, wherein the computer-based subsystem includes means for~~is adapted to~~ identifying at least one signal that substantially matches at least one DTMF frequency characteristic and that corresponds to a response other than a response requested in at least one of the prompt and the further prompt.

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33. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means foris adapted to recognizinge speech input from the at least one given caller.

34. (currently amended) The automated system of claim 1, wherein the computer-based
5 subsystem includes means foris adapted to routinge the call to a DTMF platform based on a DTMF response from the given caller.

35. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means foris adapted to routinge the call to a TDD/TTY platform based on a response received from a device associated with the given caller.

10 36. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means foris adapted to routinge the call to a TDD/TTY platform based on a Baudot-compliant response received from a device associated with the given caller.

37. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means foris adapted to routinge the call to a speech recognition platform
15 based on a response from the given caller.

38. (original) The automated system of claim 1, wherein the computer-based subsystem is a voice response unit.

39. (currently amended) The automated system of claim 1, wherein the computer-based subsystem includes means foris adapted to performing a plurality of evaluations of the response
20 in parallel.

40. (currently amended) The automated system of claim 1, further comprising a speech recognition platform, and wherein the computer-based subsystem includes means foris adapted to routinge the call for processing by the speech recognition platform based on a response from the given caller.

25 41. (currently amended) The automated system of claim 40, wherein the speech recognition platform includes means foris adapted to processing the call so as to provide the given caller access to the resource in the form of a data store.

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42. (currently amended) The automated system of claim 40, wherein the speech recognition platform includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit data for entry into a do-not-call list.

43. (currently amended) The automated system of claim 40, wherein the speech recognition platform includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit a telephone number for entry into a do-not-call list.

44. (currently amended) The automated system of claim 1, further comprising a TDD/TTY platform, and wherein the computer-based subsystem includes means for~~is adapted to~~ routing~~e~~ the call for processing by the TDD/TTY platform based on a response received from a device associated with the given caller.

45. (currently amended) The automated system of claim 44, wherein the TDD/TTY platform includes means for~~is adapted to~~ processing the call so as to provide the given caller access to the resource in the form of a data store.

46. (currently amended) The automated system of claim 44, wherein the TDD/TTY platform includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit data for entry into a do-not-call list.

47. (currently amended) The automated system of claim 44, wherein the TDD/TTY platform includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit a telephone number for entry into a do-not-call list.

48. (currently amended) The automated system of claim 44, wherein the TDD/TTY platform includes means for~~is adapted to~~ processing the call using a grammar that is specially defined for use with the resource.

49. (currently amended) The automated system of claim 1, further comprising a DTMF platform, and wherein the computer-based subsystem includes means for~~is adapted to~~ routing~~e~~ the call for processing by the DTMF platform based on a DTMF response from the given caller.

50. (currently amended) The automated system of claim 49, wherein the DTMF platform includes means for~~is adapted to~~ processing the call so as to provide the given caller access to the resource in the form of a data store.

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51.   (currently amended) The automated system of claim 49, wherein the DTMF platform includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit data for entry into a do-not-call list.

52.   (currently amended) The automated system of claim 49, wherein the DTMF platform

5   includes means for~~is adapted to~~ processing the call so as to enable the given caller to submit a telephone number for entry into a do-not-call list.

53.   (currently amended) A method for enabling at least one given caller, who may be one of a hearing caller and a hearing-impaired caller, to access functionality associated with at least one resource using a given telephone number that is available to both the hearing caller and the

10   hearing-impaired caller, the method comprising at least the following:

receiving a call from the given caller placed to the telephone number;

issuing a prompt in a first format, the first prompt requesting a first response associated with the hearing caller;

issuing at least a further prompt in at least a further format, the at least further prompt

15   requesting at least a further response, the further prompt requesting a further response associated with the hearing-impaired caller;

evaluating, first, whether a response was received to the prompt or the further prompt, and, second, whether a received response is the first response or the further response; and

20   ~~receiving a response from one of the given caller and a device associated with the given caller after issuing the prompt and the at least further prompt; and~~

routing the call so as to provide the given caller access to the at least one resource depending on ~~an analysis~~the evaluating of the response.

54.   (currently amended) Apparatus for enabling at least one given caller, who may be one of

25   a hearing caller and a hearing-impaired caller, to register for a do-not-call (DNC) list~~access functionality associated with at least one resource~~ by accessing an automated platform using a single given telephone number usable by both hearing and hearing-impaired callers, the apparatus comprising at least the following:

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means for receiving a call from the given caller to register for the DNC list;

means for issuing a first prompt in a first format, the first prompt requesting a first response indicative of a hearing caller;

means for issuing at least a second prompt in at least a second format, the second prompt requesting a second response indicative of a hearing-impaired caller;

5   means for evaluating, after the first and the second prompts are issued:

first, whether a response to either prompt was received;

second, whether the response is indicative of a hearing-impaired caller or of a hearing caller; and

10   ~~means for receiving a response after issuing the prompt; and~~

means for routing the call, based on the evaluation of the response, to one of a first automated platform adapted to support hearing callers and a second automated platform adapted to support hearing-impaired callers so as to ~~provide~~ enable the given caller to register for the DNC list via the first or the second automated platform

15   ~~access to the at least one resource depending on an analysis of the response.~~

55.   (currently amended) A program storage device readable by a machine, tangibly embodying a program of instructions executable by the machine to perform a method for enabling at least one given caller, who may be one of a hearing caller and a hearing-impaired caller, to access functionality associated with at least one resource, the method comprising at

20   least the following:

receiving a call from the given caller;

issuing a prompt in a first format, the first prompt requesting a first response;

evaluating, first, whether a response was received to the prompt or the further prompt, and, second, whether a received response is the first response or the further response;

25   ~~receiving a response after issuing the prompt;~~ and

routing the call so as to provide the given caller access to the at least one resource depending on an analysis of the response.

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